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Response under 37 C.F.R. 1.116  
Expedited Procedure Requested  
Examining Group. 2642  
Attorney Docket No. P19115

In re application of: Robert R. BUSHEY et al.

Application No. : 09/578,723

Group Art Unit: 2642

Filed : May 26, 2000

Examiner: W.J. Deane, Jr.

For : **METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS  
AND BEHAVIORS WITHIN A CUSTOMER SERVICE CENTER  
ENVIRONMENT**

**Mail Stop AF**

Commissioner for Patents  
U.S. Patent and Trademark Office  
Customer Service Window, Mail Stop AF  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314

Sir:

Transmitted herewith is a **Reply under 37 C.F.R. 1.116** in the above-captioned application.

\_\_\_ Small Entity Status of this application under 37 C.F.R. 1.9 and 1.27 has been established by a previously filed statement.

\_\_\_ A verified statement to establish small entity status under 37 C.F.R. 1.9 and 1.27 is enclosed.

\_\_\_ A Request for Extension of Time.

X No additional fee is required.

The fee has been calculated as shown below:

Claims After Amendment	No. Claims Previously Paid For	Present Extra	Small Entity		Other Than A Small Entity	
			Rate	Fee	Rate	Fee
Total Claims: <b>15</b>	<b>*24</b>	<b>0</b>	x25=	\$	x 50=	\$0.00
Indep. Claims: <b>3</b>	<b>**5</b>	<b>0</b>	x100=	\$	x200=	\$0.00
Multiple Dependent Claims Presented			+180=	\$	+360=	\$0.00
Extension Fees for ___ Month(s)				\$		\$0.00
Total:				\$	Total:	\$0.00

\* If less than 20, write 20

\*\* If less than 3, write 3

\_\_\_ Please charge my Deposit Account No. 19-0089 in the amount of \$\_\_\_.

\_\_\_ A check in the amount of \$\_\_\_ to cover the \*filing/extension\* fee is included.

X The U.S. Patent and Trademark Office is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 19-0089.

X Any additional filing fees required under 37 C.F.R. 1.16.

X Any patent application processing fees under 37 C.F.R. 1.17, including any required extension of time fees in any concurrent or future reply requiring a petition for extension of time for its timely submission (37 C.F.R. 1.136(a)(3)).

*William E. Lyddan* William E. Lyddan

Bruce H. Bernstein  
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Reg. No. 41,568



P19115.A18

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

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CENTER ENVIRONMENT

**REPLY UNDER 37 C.F.R. §1.116**

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313

Sir :

In response to the Official Action of June 30, 2005, in which a three-month shortened statutory period for response was set to expire on September 30, 2005, applicants respectfully request reconsideration and withdrawal of the outstanding rejections and an indication of the allowability of each of the claims pending in the present application, in view of the following amendments and remarks.

**Amendments to the claims** begin on page 2 of this Reply.

**Remarks** begin on page 6 of this Reply.